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## MEMORANDUM

FOR/TO : All Offices of the Undersecretaries  
All Offices of the Assistant Secretaries  
All Service Directors  
All Central Office Division Chiefs  
All Bureau Assistant Directors  
All Assistant Regional Directors for Management Services

FROM : **The Assistant Secretary**  
Finance, Information Systems and Mining Concerns and  
Deputy Quality Management Representative

SUBJECT : **TECHNICAL GUIDANCE ON QUALITY MANAGEMENT SYSTEM  
AND SERVICE/PROCESS IMPROVEMENT IMPLEMENTATION**

DATE : **SEP 14 2021**

In accordance with Special Order No. 2021-382, Conduct of Various Activities in Relation to the Expansion of the ISO 9001:2015- Certified Quality Management of the Department of Environment and Natural Resources, dated July 09, 2021, the Development Academy of the Philippines shall conduct a Technical Guidance on Quality Management System and Service/Process Improvement Implementation on September 20 to 24, 2021 from 8:00am to 5:00pm daily. The activity aims to ensure effective and sustained implementation of the QMS in conformance with the requirements of ISO 9001:2015 Standard. A virtual site visit shall be conducted to provide coaching to the process owners of the additional office/processes, determine the adequacy of implementation vis-a-vis the established documentation, and identify improvement areas, if any.

Participants shall be composed of process owners and service/process improvement team of the DENR QMS expanded scope. May we also request those involved in Service Process Improvement of Critical Services (SPICS) of the Department and participants of the Workshop on Process Improvement conducted last August 18-20, 2021 to participate in the activity.

The link shall be provided by the QMS Secretariat. For more details, the Secretariat can be reached at [qmssecretariat@denr.gov.ph](mailto:qmssecretariat@denr.gov.ph).

The participation of all concerned is required.

NONITA S. CAGUIOA  
